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ABSTRACT

This report presents the results of a survey of the attitudes of a sample group of white artisans and technicians (N=1151) in Durban and Cape Town, South Africa, towards the vertical job mobility of black workers. White artisans in Durban and Cape Town have much more experience in working on a par with members of other population groups than the white workers of the Pretoria and Brits areas who were shown, in a previous study, to have had negative attitudes towards blacks. The research procedure consisted of (1) a survey of personnel heads by means of interviews and (2) a survey of artisans and technicians by means of questionnaires. The response rate for the two groups was 27.3% and 31% respectively. The findings suggest that the survey group, by and large, accepts that certain changes are going to take place in the labor environment. The whites, although with a measure of reluctance, regard these changes as inevitable and are willing to accept the logical consequences. They do, however, seem to draw the line at working under a black supervisor. The main finding is that the whites have a much more positive attitude towards black upward mobility than the whites of the earlier study. The report also contains some recommendations on how to deal with the problem of negative attitudes. These recommendations are based on the outcome of a seminar during which the results of the two studies were discussed by a group consisting mainly of labor relations practitioners. The survey instruments are appended. (KH)

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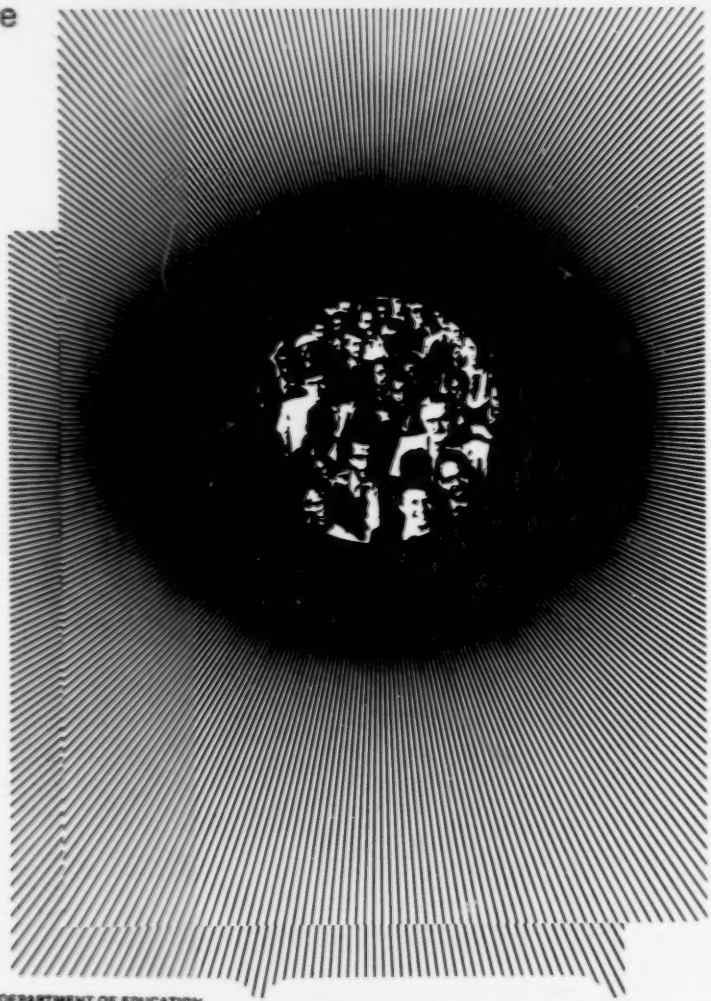
HSRC Investigation into Manpower Issues: 1986
Manpower studies No 3

ED274752

The attitude of a number of artisans and technicians from Cape Town and Durban towards the upward mobility of Blacks

S.S. Terblanche
J.W. Lotz



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S.S. Terblanche
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Pretoria
Human Sciences Research Council
1986

The opinions expressed in this publication are those of the authors and do not necessarily represent those of either the HSRC or of the Steering Committee of the HSRC Investigation into Manpower Issues

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SAMEVATTING

In navorsing wat voorheen deur die RGN inderneem is, is bevind dat Blanke ambagsmanne en tegnici in die Pretoria- en Britsgebiede baie negatief ingestel is teenoor die opwaartse beroepsmobiliteit van Swart werkers. Blanke ambagsmanne in Durban en Kaapstad het egter baie meer ondervinding daarvan om op gelyke vlak saam met ambagsmanne uit ander bevolkingsgroepe te werk. Die doel van hierdie studie was dus om vas te stel of ambagsmanne en tegnici in laasgenoemde gebiede die negatiewe houdings van die Pretoria- en Britsgroepe deel.

Altesaam 3 707 ambagsmanne en tegnici is in die opname betrek waartydens daar van 'n gestruktureerde vraelys gebruik gemaak is. Die bevindings van die studie dui daarop dat Blanke ambagsmanne en tegnici (Afrikaans- sowel as Engelssprekend) in Kaapstad sowel as in Durban 'n positiewer gesindheid ten opsigte van die opwaartse mobiliteit van Swart werkers openbaar. Dit was duidelik dat hulle baie minder bedreigd voel en die klaarblyklikste rede hiervoor is dat daar in die werksituasie meer kontak op horisontale vlak tussen die groepe in Kaapstad en Durban en Swart werkers is.

In die verslag word daar ook sekere aanbevelings gedoen oor hoe om die probleem van negatiewe houdings te hanteer. Hierdie aanbevelings volg op 'n seminaar waartydens die bevindings van die twee studies met 'n groep personeelbestuurders bespreek is.

ABSTRACT

In previous research undertaken by the HSRC it was found that White artisans and technicians in the Pretoria and Brits areas have a very negative attitude towards the vertical job mobility of Black workers. White artisans in Durban and Cape Town have much longer experience of working on a par with artisans from other population groups. The aim of this specific study was to determine if artisans and technicians in these areas share the negative attitudes of the Pretoria and Brits groups.

A total of 3 707 artisans and technicians took part in the survey in which a structured questionnaire was used. The results of the study show that White artisans and technicians (Afrikaans as well as English speakers) in both Cape Town and Durban have a much more positive attitude towards the vertical mobility of Black workers. They clearly felt much less threatened and the most plausible reason for the finding is that the Cape Town and Durban groups had more contact with Black workers on a horizontal level at the work place.

The report also contains some recommendations on how to deal with the problem of negative attitudes and these recommendations are based on the outcome of a seminar during which the results of the two studies were discussed with a group of personnel managers.

1 INTRODUCTION

1.1 BACKGROUND AND OBJECTIVE

That the shortage of skilled manpower can have a detrimental effect on economic growth can be regarded as a proven fact. The major amendments to the Industrial Relations Act, No. 28 of 1956 removed the legal basis for job reservation and paved the way for a better utilization of South Africa's human resources. The Manpower Training Act of 1980 furthermore opened artisan training to all population groups in all regions of South-Africa. It can therefore be expected that vertical job mobility will take place at a much faster rate than in the past.

In previous research of the HSRC (Ehlers 1984) it was argued that the perceptions and attitudes of Whites can be a retarding factor in increasing the available trained manpower, especially at artisan level. It is mainly at this level that the position of the White worker was strongly legally protected and where White workers now (at least theoretically) have to compete on a much more equal level. As far as could be determined little research was undertaken to gauge the attitudes of the White worker at this level. Employers and unions have also done very little to prepare for the expected changes.

The aims of the research referred to were to gain more knowledge about White artisans' attitudes towards the upward mobility of Blacks to positions equal to those of Whites. Because many of the technicians in industry are still drawn from artisan ranks and because training facilities for Black technicians exist, technicians were included in the survey. The survey was, however, restricted to the Pretoria, Brits and Rosslyn areas.

Because White artisans and technicians in the above-mentioned areas have very little experience in working on an equal footing with any other population group, it was decided to extend the research to Durban and Cape Town where Indian and Coloured artisans and technicians have been part of the labour scene for quite a while. One of the factors which makes man resistant to change is fear of the unknown. Since

the White worker has more experience of competition from population groups other than his own, it seemed reasonable to expect that White artisans and technicians in these survey fields would have a more positive attitude towards the vertical mobility of Black workers.

The operational aim of the study, therefore, was to gauge the perceptions and attitudes of White, Coloured and Indian artisans and technicians towards the upward mobility of Black workers and to determine whether the White artisans and technicians in Cape Town and Durban had a more positive attitude than those in the previously mentioned study. It was accepted that those attitudes and perceptions would be an indication of either their willingness or unwillingness to accept changes in their work situation.

1.2 METHOD OF INVESTIGATION AND THE SURVEY GROUP

1.2.1 Method of investigation

The research procedure selected for the project was a survey that consisted of two components: firstly a survey of personnel heads conducted by means of interviews, and secondly a survey of artisans and technicians by means of questionnaires.

1.2.2 Selection of the research group

Names of organizations with more than 25 artisans and technicians in the Cape Town and Durban areas were selected from the completed questionnaires of the Manpower Survey No. 14 of the Department of Manpower. The figure of 25 was chosen to keep costs for visiting each organization relatively low. There were 31 and 24 organizations in Cape Town and Durban respectively that complied with the requirement. According to the numbers provided, these organizations together employed 2 652 artisans and 3 076 technicians (total 5 728). The personnel heads of each of the 55 organizations were contacted telephonically and appointments made to explain the purpose of the investigation and to gain their co-operation. The co-operation of only ten organizations in Cape Town and five in Durban was obtained, that is 32,3 % for Cape Town and

20,8 % for Durban, totalling 27,3 % of the available organizations. Various reasons were given by those who were reluctant to participate. These reasons ranged from too heavy work loads to the sensitivity of the subject.

The reluctance of management to co-operate in research is a barrier that has to be reckoned with. Although the specific topic is sensitive to personnel relations it should not have kept management from participating in much-needed research to improve the policy and strategy for implementing change where necessary.

The 15 organizations participating in the survey employed 3707 artisans and technicians of whom 1151 (31 %) took part in the survey. The survey group cannot be regarded as a representative sample of the artisans and technicians in Cape Town and Durban because practical difficulties preclude the drawing of a random sample. In doing research of this nature this is of course a problem that ever confronts the researcher and if the drawing of a representative sample is regarded as a must, very little social research could be done. Much can be learned about a phenomenon without having access to the results of a strict statistically representative sample. Nothing is known about the biographical characteristics of the possible size of the population so that no comparison with the survey group can be made. Generalizations on the artisan and technician population in these areas can, therefore, not be made. As shown in the next paragraph where certain aspects of the participating organizations and the survey group are dicussed, the survey group was drawn from a variety of economic sectors, including artisans and technicians from different fields, ages and population groups. The attitudes reported on in this study, therefore, do not represent those of a single group only.

The return of 31 % of the questionnaires can be regarded as relatively low. A number of reasons for the low return rate can be mentioned: fear of intimidation if their responses were revealed to management; fear that their jobs would be at stake if their attitudes were not consistent with those of management, and the time of the year when the

research was done: November to February includes the end and beginning of the year's activities as well as the festive season, and there would not be much reason for completing questionnaires during this period.

1.2.3 Research techniques

(a) Collection of data

(i) Interviews with personnel heads

Personal interviews with the personnel heads of the ten organizations in Cape Town and the five in Durban were conducted with the aid of an interview schedule (Appendix 1).

(ii) Questionnaires for individual artisans and technicians

During the interviews with personnel heads it was agreed that questionnaires (see Appendix 2) would be distributed by management to the artisans and technicians in their employ. As can be seen in the letter of introduction the respondents were requested either to hand the completed questionnaires to management for return to the HSRC or to post them separately in the envelopes provided. Completed questionnaires were sent to the HSRC in bulk and also in envelopes, indicating that both methods had been used.

(iii) Analysis

The data were analysed and presented in frequency tables, CHAID dendrograms and graphs. The dendrograms are self-explanatory and the CHAID method has now been so often used in HSRC publications that it need not be described again (see Ehlers 1984 : 6-8). Suffice it to state that the analysis divides the population or sample into sub-populations which differ from each other in some respect or other.

2 DESCRIPTION OF THE PARTICIPATING ORGANIZATIONS

2.1 ASPECTS OF THE EMPLOYMENT SITUATION AND PRACTICES IN PARTICIPATING ORGANIZATIONS

The results of the interviews with personnel managers are summarized below.

Area

Cape Town 10, Durban 5.

Economic sector

Service	2
Production	9
Construction	1
Printing and publishing	3

Size of the labour force

Employees:	Fewer than 500	6
	Between 500 and 1 000	4
	More than 1 000	5

Artisans	1 835
Technicians	1 872
Total	3 707

Artisans and technicians:	Cape Town	2 198
	Durban	1 509
		3 707

Vacancies for artisans and technicians:	Cape Town	8
	Durban	13

Organizations with artisans and technicians of other population groups in their employ

Cape Town 1
Durban 3

Organizations with apprentices or learner technicians of other population groups in their employ

Durban 4

Organizations whose labour policy provides for the appointment of artisans and technicians of other population groups

Cape Town 10
Durban 5 (100 % if and when other groups become available)

Organizations that intend appointing Blacks in the jobs if Whites are not available

A hundred per cent when Blacks become available (some already have)

Organizations that intend informing their White employees before appointing Blacks

A hundred per cent indicated that their policies did not make provision for racial discrimination, so the employees were all informed.

Blacks will be appointed on merit; there is no discrimination in any job.

No steps will be taken to make Blacks more acceptable as there is no discrimination.

Provision of open cafeteria facilities

No facility 4
Open facilities 10

egregated facilities 1
(Segregated cloakroom facilities 2)

Trade union access to premises

Yes 12
Not approached yet 3 (willing to allow)

Availability of grievance procedure for Whites

Yes 14
No 1

Biggest stumbling block in the way of promotion for Blacks

Non-availability of qualified Blacks.
Western Cape a Coloured preference area.

2.2 DESCRIPTION OF THE SURVEY GROUP

The characteristics of the employees who responded to the questionnaire are discussed in the following sections.

2.2.1 Sex and citizenship

Only 14 respondents (1,2 % of the survey group) were female. Eighty-six of the White respondents (7,3 % of the survey group) were not South African citizens.

Because the categories mentioned are small they are not separately dealt with in the analysis.

2.2.2 Area, occupation and home language

Table 1 shows the distribution of the 1 151 respondents according to area, occupation and home language.

As mentioned earlier more Cape Town than Durban companies participated. There were more respondents from Cape Town than from Durban, the ratio being 70,9 to 29,1 which was larger than expected. The Capetonians thus responded in larger numbers.

More technicians than artisans responded, the ratio being 60,6 to 39,4. Table 1 shows that the number of technicians from Cape Town was more than double the number of artisans, while from Durban slightly more artisans than technicians responded. It should therefore be kept in mind that the number of technicians from Cape Town could dominate the responses as they accounted for 48,5 % of the total survey group. The predominance of technicians in Cape Town is due to the specific grouping of employers taking part in the survey. A breakdown of the artisans (Table 2) shows that nine of the 453 artisans did not indicate their trade.

TABLE 1

HOME LANGUAGE BY AREA AND OCCUPATION

Area	Occupation	Home language						Total	
		Afrikaans		English and other		Afrikaans/ English			
		N	%	N	%	N	%	N	%
Cape Town	Artisan	103	31,4	116	30,7	39	35,5	258	22,4
	Technician	225	68,6	262	69,3	71	64,5	558	48,5
	Total	328	100	378	100	110	100	816	70,9
Durban	Artisan	10	52,6	175	58,7	10	55,6	195	16,9
	Technician	9	47,4	123	41,3	8	44,4	140	12,2
	Total	19	100	298	100	18	100	335	29,1
Total	Artisan	113	32,6	291	43,0	49	38,3	453	39,4
	Technician	234	67,4	385	57,0	79	61,7	698	60,6
	Total	347	100	676	100	128	100	1151	100

TABLE 2

ARTISANS BY TRADE

Trade	N	%
Metal and engineering	90	20,3
Motor	34	7,6
Electrical	163	36,7
Building	16	3,6
Printing	141	31,8
TOTAL	444	100

2.2.3 Population group, age and level of education

Table 3 shows the distribution of 1 119 respondents who provided information on the three variables. Thirty-two respondents did not state their age.

The majority (86,7 %) of the members of the survey group were White. Although the percentages of Coloureds (7,2 %) and Asians (6,3 %) were small they were retained as separate groups in the analyses because of their importance to the objectives of the study. The number of Blacks who were employed as artisans and technicians by the participating organizations was very small. Blacks were of course not included in the survey.

The age structure of the survey group reflects what can normally be expected. The number of Whites with qualifications lower than a Std 10 certificate were predominantly older than 40. Most of the Asians and Coloureds were younger than 29 which indicates that they were relative "new-comers" to these occupations and this revealed the increased job mobility of these population groups. It is interesting to note that the percentage of Asians and Coloureds with a qualification lower than Std 10 was small; about 15 and 4 % respectively. This is an indication that a Std 10 qualification is often required as entry qualification even for artisan training.

2.2.4 Position in present organization and tenure

As can be expected tenure increases as the rank in the organization rises (Table 4). It is also a well-known fact that labour turnover especially among artisans is very high. It is therefore not surprising that the tenure of more than 60 % of the artisans is less than 10 years. Another factor influencing tenure would be the age of entry but as tenure is not an important variable in this study, no further analysis is made.

TABLE 3

LEVEL OF EDUCATION BY POPULATION GROUP AND AGE

Population group	Age	Level of education				Total	
		Std 9 and lower		Std 10			
		N	%	N	%	N**	%
White	-29	67	24,0	241	34,9	308	27,5
	30-39	78	28,0	218	31,5	296	26,5
	40-	134	48,0	232	33,6	366	32,7
	Total	279	100	691	100	970	86,7
Coloured	-29	4	33,3	59	88,1	63	5,6
	30-39	5	41,7	6	9,0	11	1,0
	40-	3	25,0	2	3,0	5	0,4
	Total	12	100	67	100	79	7,2
Asian	-29	3	100,0	51	76,1	54	4,8
	30-39			16	23,9	16	1,4
	Total	3	100	67	100	70	6,3
TOTAL	-29	74	25,2	351	42,5	425	38,0
	30-39	83	28,2	240	29,1	323	28,9
	40-	137	46,6	234	28,4	371	33,2
	TOTAL	294	100	825	100	1119	100

** Thirty-two respondents did not mention their age.

TABLE 4

POSITION IN PRESENT ORGANIZATION AND TENURE

Position		Tenure in years						Total	
		Unspecified	-9	10-19	20-29	30-39	40-		
		N	N	N	N	N	N	N	%
Unspecified	N	2	6	8				16	1,4
	%	12,5	37,5	50,0				100	
Artisan	N	2	151	60	17	12	1	243	21,1
	%	0,8	62,1	24,7	7,0	4,9	0,4	100	
Senior artisan	N		54	57		2		113	9,8
	%		47,8	50,4		1,8		100	
Foreman	N		20	46	18	6	2	92	8,0
	%		21,7	50,0	19,6	6,5	2,2	100	
Technician	N		110	33	7	4		154	13,4
	%		71,4	21,4	4,5	2,6		100	
Senior/Head technician	N	1	121	220	101	79	11	533	46,3
	%	0,2	22,7	41,3	18,9	14,8	2,1	100	
TOTAL	N	5	462	424	143	103	14	1151	
	%	0,4	40,1	36,8	12,4	8,9	1,2		100

2.2.5 Trade union membership

Table 5 shows that a larger proportion of artisans (51,2 %) than technicians (13,6 %) were trade union members. Furthermore in Cape Town a larger proportion of the artisans (61,6 %) were trade union members than those in Durban where 37,4 % were members. Fewer of the technicians in Cape Town were members (12,2 %) than in Durban (19,3 %).

TABLE 5

TRADE UNION MEMBERSHIP BY AREA AND OCCUPATION

Area	Occupation	Trade union membership				Total	
		Member		Non-member			
		N	%	N	%	N	%
Cape Town	Artisan	159	61,6	99	38,4	258	100
	Technician	68	12,2	490	87,8	558	100
Subtotal		227	27,8	589	72,2	816	100
Durban	Artisan	73	37,4	122	62,6	195	100
	Technician	27	19,3	113	80,7	140	100
Subtotal		100	29,9	235	70,1	335	100
TOTAL	Artisan	232	51,2	221	48,8	453	100
	Technician	95	13,6	603	86,4	698	100
TOTAL		327	28,4	824	71,6	1151	100

Of the 327 trade union members 317 indicated the nature of union membership; 45,1 % belonged to unions that were open to Whites only, while 54,3 % stated that they belonged to multiracial unions, and 0,6 % did not know what the nature of their unions' membership was.

3 INDEPENDENT VARIABLES USED IN CHAID ANALYSIS

Table 6 indicates the independent variables (i.e. the sub-groups) used in the Chaid analyses throughout the report. As has been stated this

provides an easy method by which any differences in the reaction of any of these subgroups can be detected and then displayed graphically by means of a dendrogram. Before the Chaid can be used any record containing missing values with regard to any of the independent variables used must be deleted. This removal of missing values decreased the size of the survey group to 1 119 as shown in Table 6.

TABLE 6

INDEPENDENT VARIABLES USED IN CHAID ANALYSIS

Variable	Categories	N	%
Area	Cape Town	784	70,1
	Durban	335	29,9
	Total	1119	100
Home language	Afrikaans	334	29,8
	English and other	659	58,9
	Afrikaans and English	126	11,3
	Total	1119	100
Population group	White	970	86,7
	Coloured	79	7,1
	Asian	70	6,3
	Total	1119	100
Level of education	Std 9 and lower	294	26,3
	Std 10	825	73,7
	Total	1119	100
Occupation	Artisan	440	39,3
	Technician	679	60,7
	Total	1119	100
Trade union membership	Member	317	28,3
	Not member	802	71,7
	Total	1119	100
Age	Under 30	425	38,0
	30-39	323	28,9
	40 and older	371	33,1
	Total	1119	100

4 PERCEPTIONS OF THE CHANGING LABOUR SITUATION

4.1 INTRODUCTION

There are external factors in the work situation which can influence workers' perceptions and attitudes towards the upward mobility of Blacks and their willingness to accept or reject the necessity of changes in the labour situation. An important factor influencing the attitudes of employees is the extent of their knowledge of the issues at stake. If an employee for example realizes that the status quo in the labour situation cannot be maintained, he will be more likely to accept changes. Such knowledge could also be an indication of a worker's involvement and interest in labour matters concerning himself.

4.2 KNOWLEDGE OF CERTAIN CHANGES IN THE LABOUR SITUATION

Five statements on aspects of the labour situation in South Africa that can be accepted as true were presented to the respondents and they were asked to evaluate these statements as true or false. The results are given in Table 7.

TABLE 7

EVALUATION OF STATEMENTS ON THE LABOUR SITUATION

Statement		N	True %	False %	Uncer-tain %
Job reservation has been legally abolished	*1	1089	57,8	42,1	0,1
	**2	555	59,1	40,9	0,0
Black workers are legally prohibited from joining a trade union	1	1052	20,9	78,3	0,8
	2	584	22,8	77,2	0,0
Apprenticeship training is open to all population groups	1	1128	85,7	14,1	0,2
	2	593	87,0	13,0	0,0
The number of unemployed is causing a severe problem	1	1136	86,5	13,2	0,3
	2	586	86,9	13,1	0,0
Sufficient numbers of trained workers are available	1	1132	16,4	83,2	0,4
	2	594	33,0	67,0	0,0

*1 = This survey
**2 = Ehlers' survey (1984)

In all five cases the majority of the repondents gave the correct answer and it was only in respect of the abolishment of job reservation that a high percentage said it was not legally abolished. The responses of the artisans and technicians in Durban and Cape Town were remarkably similar to those in Pretoria and vicinity (Ehlers 1984 : 17-18).

The evaluations of the respondents were analysed with the CHAID technique to determine if the independent variables had influenced the evaluations. Coloureds and Asians had had a different experience of the situation and were less inclined to agree with these statements which were discriminatory. This can be explained in terms of the difference between the social situation and the factual situation experienced by these respondents. The Coloureds and Asians could have experienced the social situation as one of discrimination against them although the legal situation was free of discrimination. This argument was encountered during the interview with one of the personnel heads. He mentioned that more Coloureds than there were vacancies for had applied for apprenticeship training. The applicants were turned down and this could have been experienced as discrimination, leading to the view that the social situation was different from the factual one.

4.3 ATTITUDE TOWARDS CHANGES IN THE LABOUR SITUATION

The survey group was asked whether they were of the opinion that the labour situation was changing and, if so, whether they were satisfied or dissatisfied with these changes. They responded with a high positive evaluation (Figure 1). The older respondents were also more inclined to answer "yes" than the younger ones. Among the younger respondents Capetonians seemed less aware of the changes.

Most of the respondents' reasons (Table 8) reflected a positive attitude towards these changes. The elimination of discrimination was mentioned most (44 %), followed by improvement in working conditions, improvement of the standard of living and better intergroup relations. Compared with Ehlers' results a much larger percentage in this group had positive attitudes towards the perceived changes. It is understandable that 72 % of the 953 who answered the question on their satisfaction with these changes responded positively against only 30% in Ehlers' (1984 : 24) survey.

FIGURE 1

DENDROGRAM OF THE RESPONSES TO THE QUESTION:
ARE LABOUR CONDITIONS CHANGING?

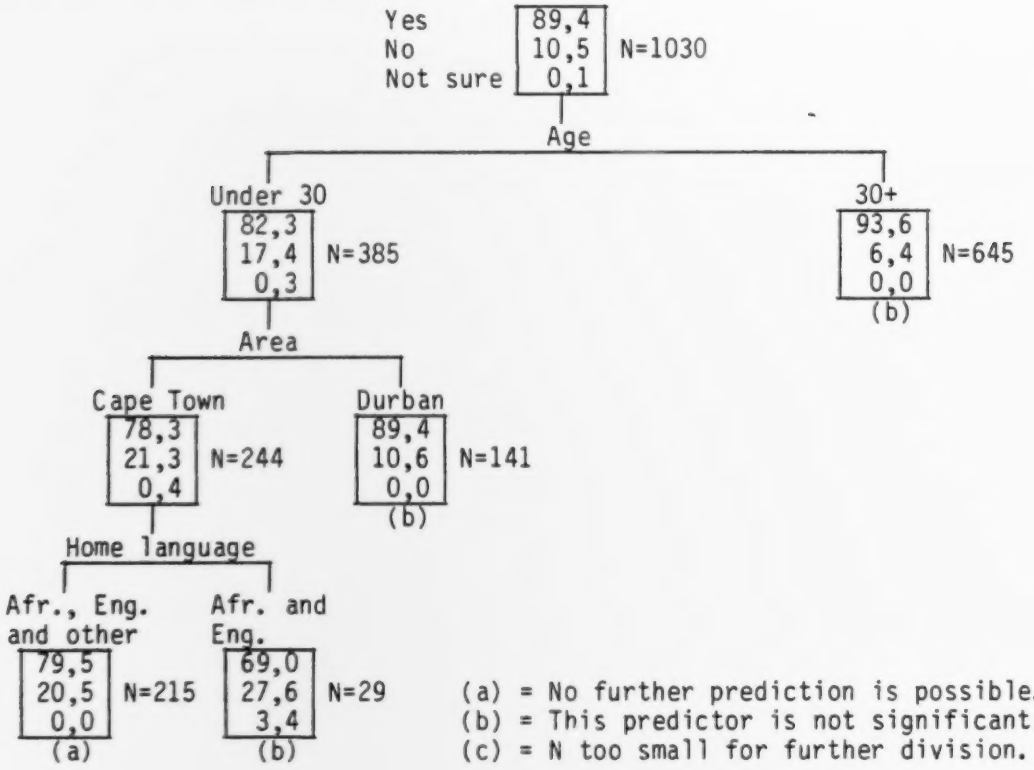


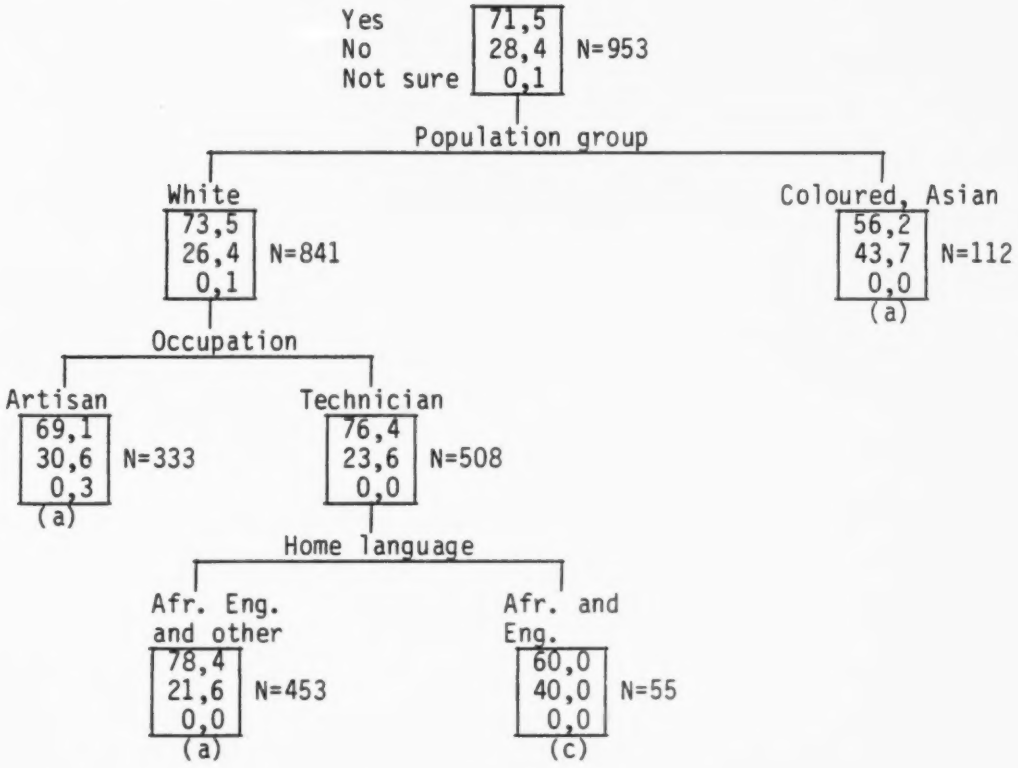
TABLE 8
WAY IN WHICH LABOUR CONDITIONS ARE CHANGING

Change	N	%
Elimination of discrimination (race/sex)	479	44,4
Better working conditions and opportunities	167	15,5
Improvement of standard of living for all population groups	165	15,3
Better intergroup relations/treatment of workers	105	9,7
Better training provided for everybody	90	8,3
Lowering of standard to accommodate others	42	3,9
Technology causes unemployment	26	2,4
Meaningless	6	0,6
TOTAL	1080	100

Figure 2 also indicates that Asians and Coloureds were less satisfied than Whites and, among the Whites, technicians indicated a greater degree of satisfaction than artisans. The main reasons for satisfaction (Table 9) indicate that the survey group tended to stress the idea of equality and the improvement in group and labour relations. It would not be far-fetched to accept that respondents who said that it was in the country's interest, have improvement of group and labour relations in mind.

FIGURE 2

DENDROGRAM OF RESPONSES TO THE QUESTION:
ARE YOU SATISFIED WITH THE CHANGES?



(a) = No further prediction is possible.
(c) N too small for further division.

TABLE 9

REASONS FOR SATISFACTION/DISSATISFACTION WITH CHANGES

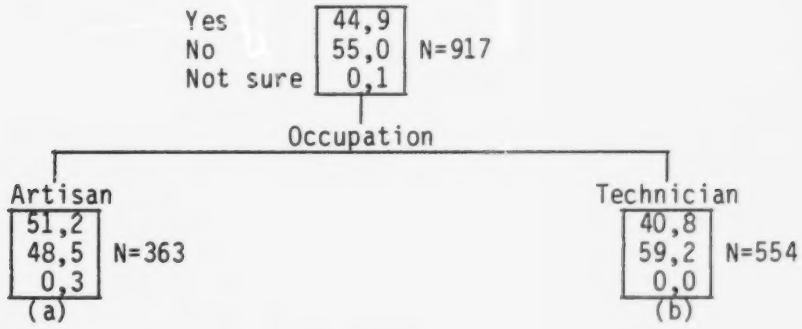
Reasons for satisfaction	N	%
Equal opportunities for everyone	193	31,0
It is in the country's interest (safe future)	129	20,7
Lessening of manpower shortage	77	12,4
Better intergroup relations	61	9,8
Better training opportunities for everyone	49	7,9
Equal treatment for everyone	42	6,8
It is happening gradually	33	5,3
Only if standards are not lowered	26	4,2
Meaningless	12	1,9
TOTAL	622	100
Reasons for dissatisfaction		
Discrimination against Whites	100	36,9
Change is taking place too slowly	53	19,6
Change is taking place too quickly	39	14,4
Discrimination against other population groups	33	12,2
Equal pay harms Whites (tax differences)	26	9,6
Too many labour laws and regulations	9	3,3
Causes unemployment among Whites	8	2,9
Meaningless	3	1,1
TOTAL	271	100

About 30 % of the respondents who gave reasons for their answers indicated that they were dissatisfied with the changes. The main reasons were that the changes were dicriminatory or were taking place either too quickly or to slowly, the stance taken of course depending on whether the respondent was White or not.

The respondents were more concerned than dissatisfied with the changes they perceived and 45 % expressed concern about the changes taking place in the labour situation (Figure 3). The reasons for concern or lack of concern are given in Table 10.

FIGURE 3

DENDROGRAM OF RESPONSES TO THE QUESTION:
ARE YOU CONCERNED ABOUT THE CHANGES?



(a) = No further prediction is possible.
(b) = This predictor is not significant.

TABLE 10

REASONS FOR CONCERN/NO CONCERN ABOUT CHANGES

Reasons for concern	N	%
Whites are being displaced by other groups	140	34,8
Intergroup relations may be injured	89	22,1
Change is happening too quickly	81	20,2
Change is happening too slowly	37	9,2
Discrimination against Whites	23	5,7
Leads to mechanization and unemployment	13	3,2
Too few training and other opportunities	13	3,2
Too much pressure on skilled workers	6	1,5
TOTAL	402	100
Reasons for no concern		
Progress in process	169	39,3
Equal opportunities for all	69	16,0
Better intergroup relations	62	14,4
Change is orderly and peaceful	53	12,3
It is practical	51	11,9
Supplementing manpower shortage	26	6,1
TOTAL	430	100

Artisans were more concerned about the changes taking place than technicians. The respondents in Durban and Cape Town were much less concerned about the changes than those in Pretoria and vicinity (Ehlers 1984 : 27). In the Pretoria area 79 % of the respondents said that they were concerned.

The reasons given by the respondents who felt concerned about the changes, expressed the fear that White artisans were being displaced by other population groups. This fear was probably also in the minds of those artisans who said that intergroup relations could be harmed or that changes were taking place too fast.

The perceptions of artisans and technicians in Durban and Cape Town differed quite markedly from those in Pretoria, Brits and Rosslyn. The artisans and technicians in Ehlers's survey group were much more concerned about the changes in the labour situation.

5 RELATIONS BETWEEN WORKERS OF DIFFERENT POPULATION GROUPS

If workers of different population groups perceive the relationship between them to be good, the climate for upward mobility will be better than when relationships are perceived as poor. Table 11 contains the results relating to the question "Would you describe the relations between workers of different population groups in your organization as "good"?

TABLE 11
RELATION BETWEEN WORKERS OF DIFFERENT POPULATION GROUPS
(PER CENT N=1 151)

	Good	Not good	Uncertain	Total	Not answered N
White/Black	52,9	11,4	35,7	100	141
Coloured/Black	35,9	12,8	51,4	100	195
Asian/Black	29,3	15,2	55,5	100	224

Interestingly enough 53 % of the survey group which is predominantly White, evaluated the relationship between White and Black workers as "good" while they gave the Coloured/Black and Asian/Black relations a lower rating. This seems to be a case of perceiving what one would like to perceive and "the wish is the father to the thought".

The respondents were also asked whether they would describe their relationship with White, Asian, Coloured and Black workers as good, fair or poor. These responses are analysed in Figures 4 to 7.

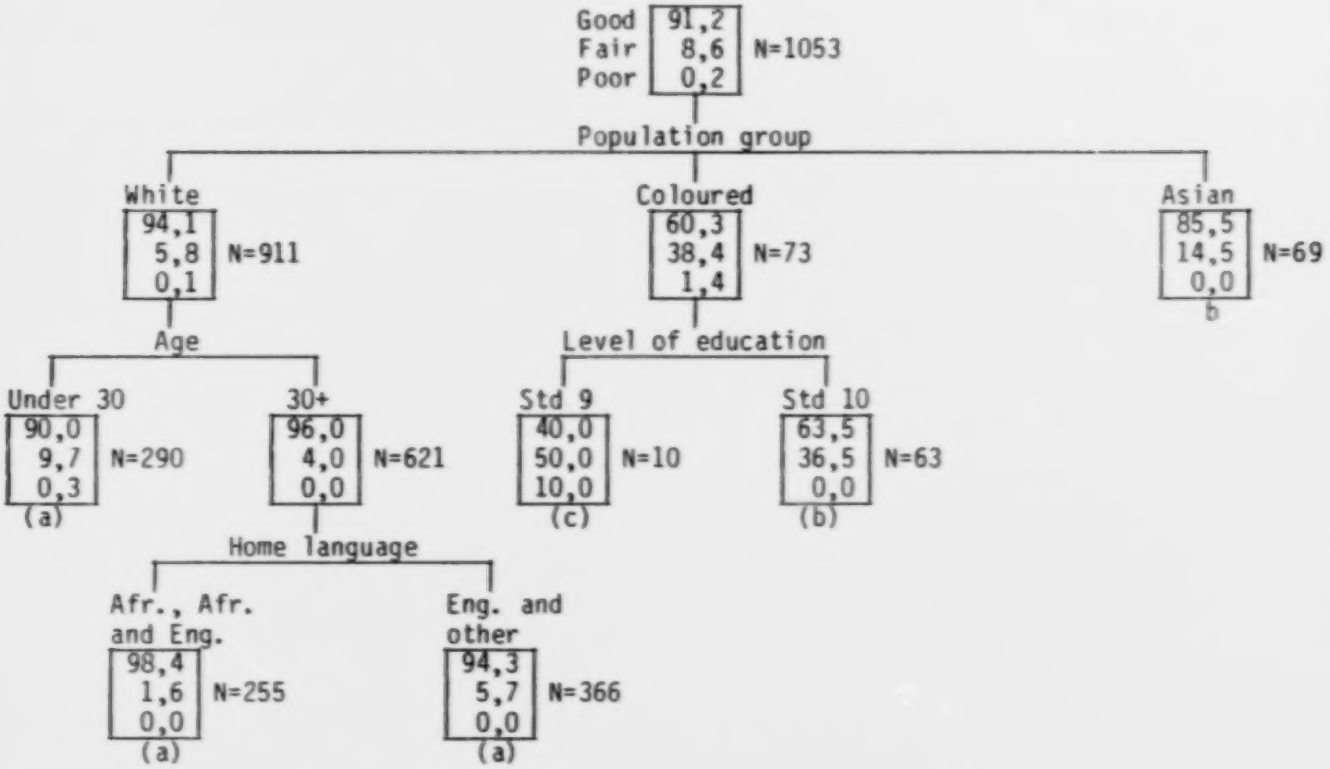
In three of the four dendrograms population group was the most important explanatory variable and the respondents of the same group naturally indicated that the relationship with other workers of their own group was predominantly good. The percentages of Coloured and Asian workers who described their relationship with White workers as poor, were surprisingly low. Although the Coloured respondents were less inclined to describe their relationship as good, 60 % still did so.

Figure 5 shows the results in respect of Coloured workers. Figure 5 is the only one of these dendrograms in which age and not population group is the most important explanatory variable. The younger White workers are clearly much less inclined to describe their relationship with Coloured workers as good. Age is also an important explanatory variable in Figures 6 and 7 and the same trend is noticeable there. That the younger White workers tended to have more extreme attitudes is also noticeable from other research and in a multicultural society such a trend is disturbing.

Figure 7 indicates that a lower percentage of the respondents was inclined to evaluate their relationship with Black workers as good.

FIGURE 4

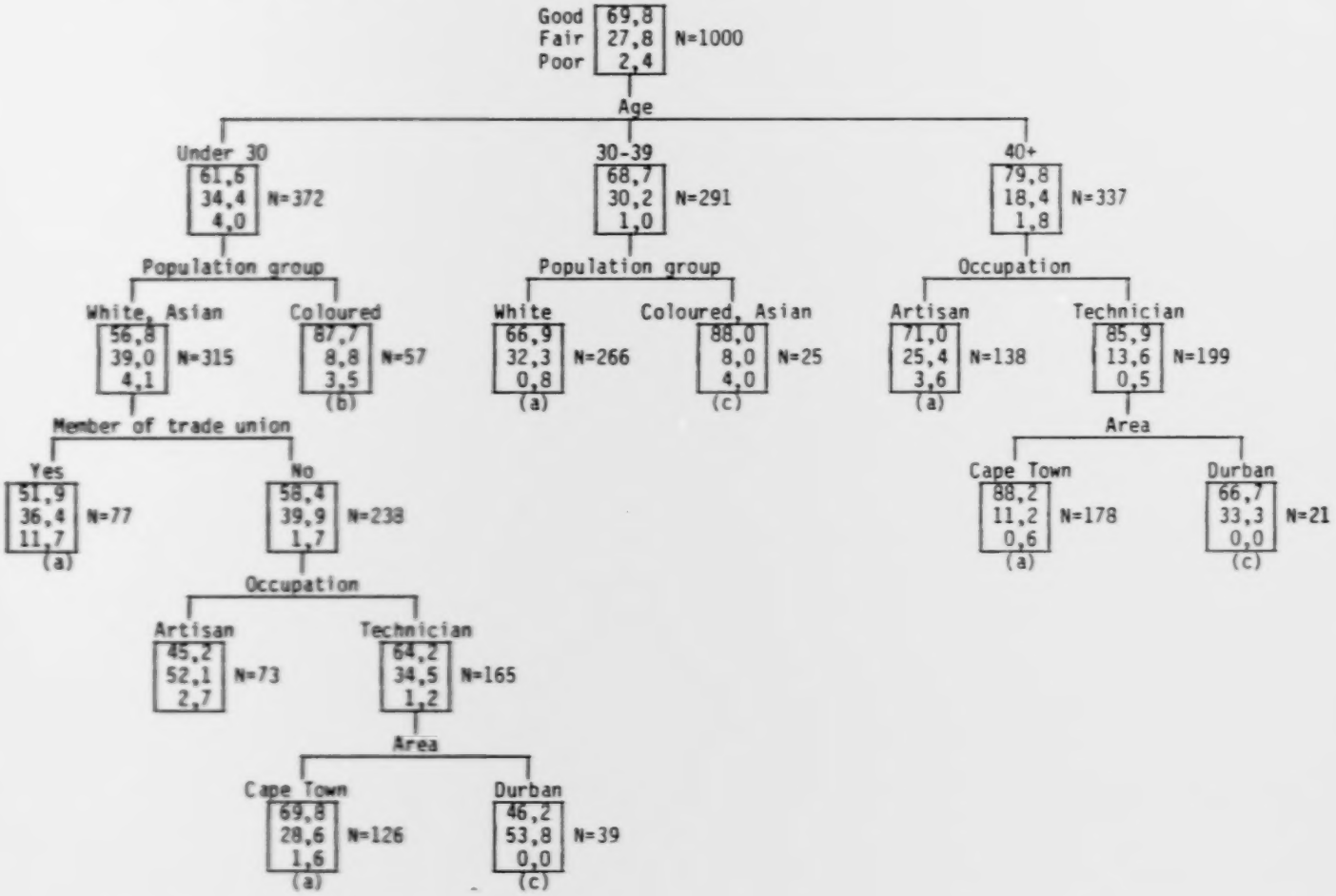
DENDROGRAM OF RESPONSES TO THE QUESTION:
HOW WOULD YOU DESCRIBE YOUR RELATIONSHIP WITH WHITE WORKERS?



(a) = No further prediction is possible.
(b) = This predictor is not significant.
(c) = N too small for further division.

FIGURE 5

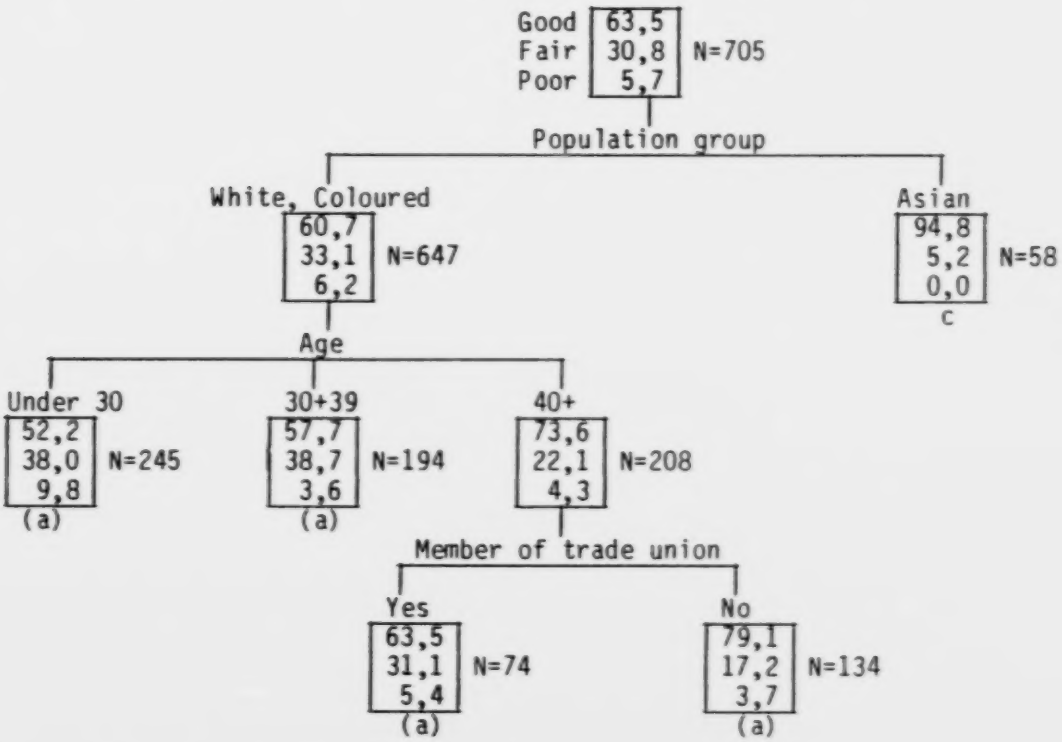
DENDROGRAM OF RESPONSES TO THE QUESTION:
HOW WOULD YOU DESCRIBE YOUR RELATIONSHIP WITH COLOURED WORKERS?



(a) = No further prediction is possible.
(b) = This predictor is not significant.
(c) = N too small for further division.

FIGURE 6

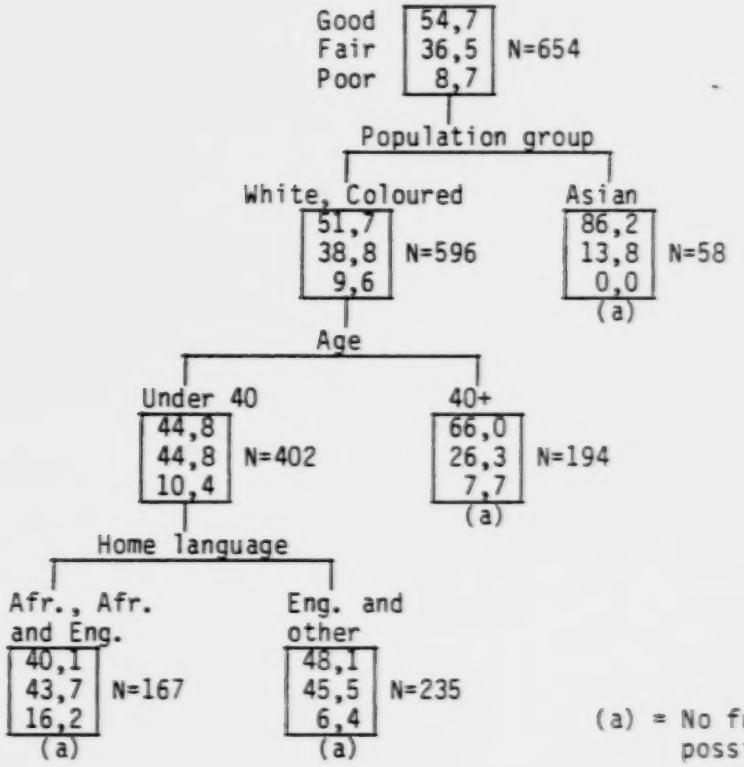
DENDROGRAM OF RESPONSES TO THE QUESTION:
HOW WOULD YOU DESCRIBE YOUR RELATIONSHIP WITH ASIAN WORKERS?



(a) = No further prediction is possible.
(b) = This predictor is not significant.
(c) = N too small for further division.

FIGURE 7

DENDROGRAM OF RESPONSES TO THE QUESTION:
HOW WOULD YOU DESCRIBE YOUR RELATIONSHIP WITH BLACK WORKERS?



(a) = No further prediction is possible.

When asked what they saw as the most important problem area in their relationships with the different population groups, the survey group responded as shown in Table 12.

Although the majority indicated that no specific problems had been experienced, some interesting differences between the population groups occurred. The main problem mentioned in connection with Whites was unsatisfactory human relations which were then reflected by those who gave reasons such as racism and paternalism.

As far as Coloureds and Asians are concerned, unsatisfactory co-operation and communication were most often mentioned, with cultural differences in second place. Cultural differences were by far the main problem listed as far as Blacks are concerned.

TABLE 12

PROBLEM AREAS IN PERSONAL RELATIONS IN THE JOB SITUATION

	N	%
With Whites		
No problem/Uncertain	757	82,6
Unsatisfactory human relations	65	7,1
Conservatism/Racism/Paternalism/Liberalism	63	6,9
Self-satisfaction/Lack of purpose	18	2,0
Salary problems/Lack of promotional opportunity	10	1,1
Shortage of skilled staff	4	0,4
TOTAL	917	100
With Coloureds		
No problem/No knowledge of Coloureds	586	63,9
Unsatisfactory co-operation and communication	129	14,1
Cultural differences	128	13,9
Lack of knowledge/understanding/motivation/ambition	59	6,4
Salary problems/Lack of promotional opportunity	14	1,5
No military training/Qualify before Whites	2	0,2
TOTAL	918	100
With Asians		
No problem/No knowledge of Asians	602	76,0
Unsatisfactory co-operation and communication	83	10,5
Cultural differences	78	9,8
Lack of knowledge/understanding/motivation/ambition	21	2,7
Salary problems/Lack of promotional opportunity	6	0,8
No military training/Qualify before Whites	2	0,2
TOTAL	792	100
With Blacks		
No problem/No knowledge of Blacks	495	59,5
Cultural differences	183	22,0
Irresponsibility	69	8,3
Lack of knowledge/understanding/motivation/ambition	65	7,8
Must work segregated	13	1,6
Salary problems/Lack of promotional opportunity	6	0,7
TOTAL	831	100

6 WILLINGNESS TO ACCEPT BLACK ARTISANS AND TECHNICIANS AS EQUALS

The questionnaire touched on three aspects of equality in the work situation, namely working on the same level, equality of pay and opportunities for promotion, and acceptance of Blacks as supervisors.

6.1 WILLINGNESS TO ACCEPT BLACK ARTISANS AND TECHNICIANS WORKING AT THE SAME LEVEL

The willingness of the respondents to accept qualified Black artisans and technicians as their equals was gauged by asking whether they would accept it if their employers appoint qualified artisans and technicians from groups other than their own population group (see Question 24, Appendix 2).

The responses to this question are given in Table 13. The table also includes the responses obtained from Ehlers' survey.

Table 13 clearly indicates the differences between the present survey and that of Ehlers. It must be remembered though that the present survey group also includes Asian and Coloured artisans and technicians. The possible appointment of Coloured and Asian artisans and technicians met with the approval of 80 % or more of the survey group and the percentage of those who disapproved is less than 10 %. The respondents showed more reservation with regard to the appointment of Blacks and a CHAID analysis was undertaken only for the responses with regard to the latter (see Figure 8).

Figure 8 shows that the White Afrikaans speakers and especially artisans were much less in favour of the appointment of Blacks. This concurs with Ehlers' findings, but the present survey shows a much greater degree of acceptance for both language groups.

The survey group was also asked if its members would object to working on an equal footing with Blacks. Of the 258 (29,7 %) respondents who said that they would object, 47 % said they were willing to change jobs

if this should happen. The difference between the present survey group's attitudes and those of Ehlers' survey is also apparent in this regard where 75 % said they would be willing to change jobs.

TABLE 13

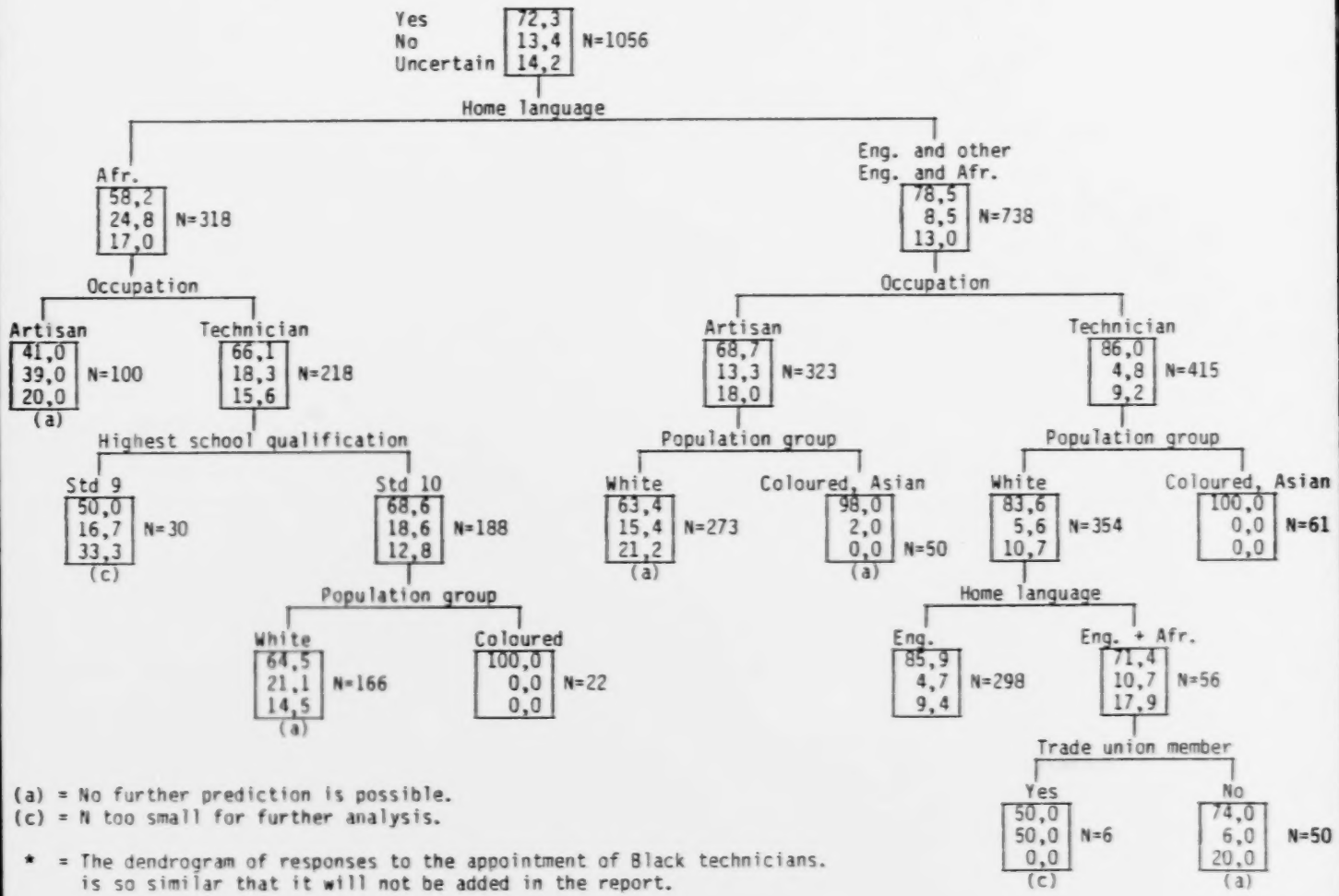
PERSONAL ACCEPTANCE OF THE APPOINTMENT OF OTHER POPULATION GROUP ARTISANS AND TECHNICIANS

Appointment		N	Acceptance		
			Yes	No	Uncer-tain
			%	%	%
Black artisan	*1	1108	72,1	13,3	14,6
	**2	599	27,9	53,8	18,4
Black technician	1	1134	71,3	13,3	15,3
	2	597	24,3	58,1	17,6
Asian artisan	1	1101	80,7	8,4	10,8
	2	597	38,0	43,2	18,8
Asian technician	1	1120	79,6	8,4	12,1
	2	596	35,6	45,6	18,8
Coloured artisan	1	1115	84,0	7,3	8,7
	2	597	38,7	43,0	18,3
Coloured technician	1	1146	82,0	8,2	9,8
	2	597	34,0	46,4	19,6
White artisan	1	1113	96,1	1,9	2,0
	2				
White technician	1	1133	95,1	2,7	2,1
	2				

*1 = This survey
**2 = Ehlers' survey

FIGURE 8

DENDROGRAM OF RESPONSES TO THE QUESTION:
WOULD YOU PERSONALLY ACCEPT IT IF YOUR EMPLOYER SHOULD APPOINT QUALIFIED BLACK ARTISANS?*



(a) = No further prediction is possible.
(c) = N too small for further analysis.

* = The dendrogram of responses to the appointment of Black technicians. is so similar that it will not be added in the report.

6.2 EQUAL PAY AND OPPORTUNITIES FOR PROMOTION

The willingness to accept another person as an equal in the work situation has certain implications. On rational grounds one can reason that when workers are regarded as equals they have the same salary scale and share and compete for the promotional opportunities available. Figure 9 indicates that the majority of the survey group was of the opinion that workers doing the same work should receive the same pay. Although White workers had more reservations, 85,5 % agreed with the statement and there was not much difference between artisans and technicians or between the language groups.

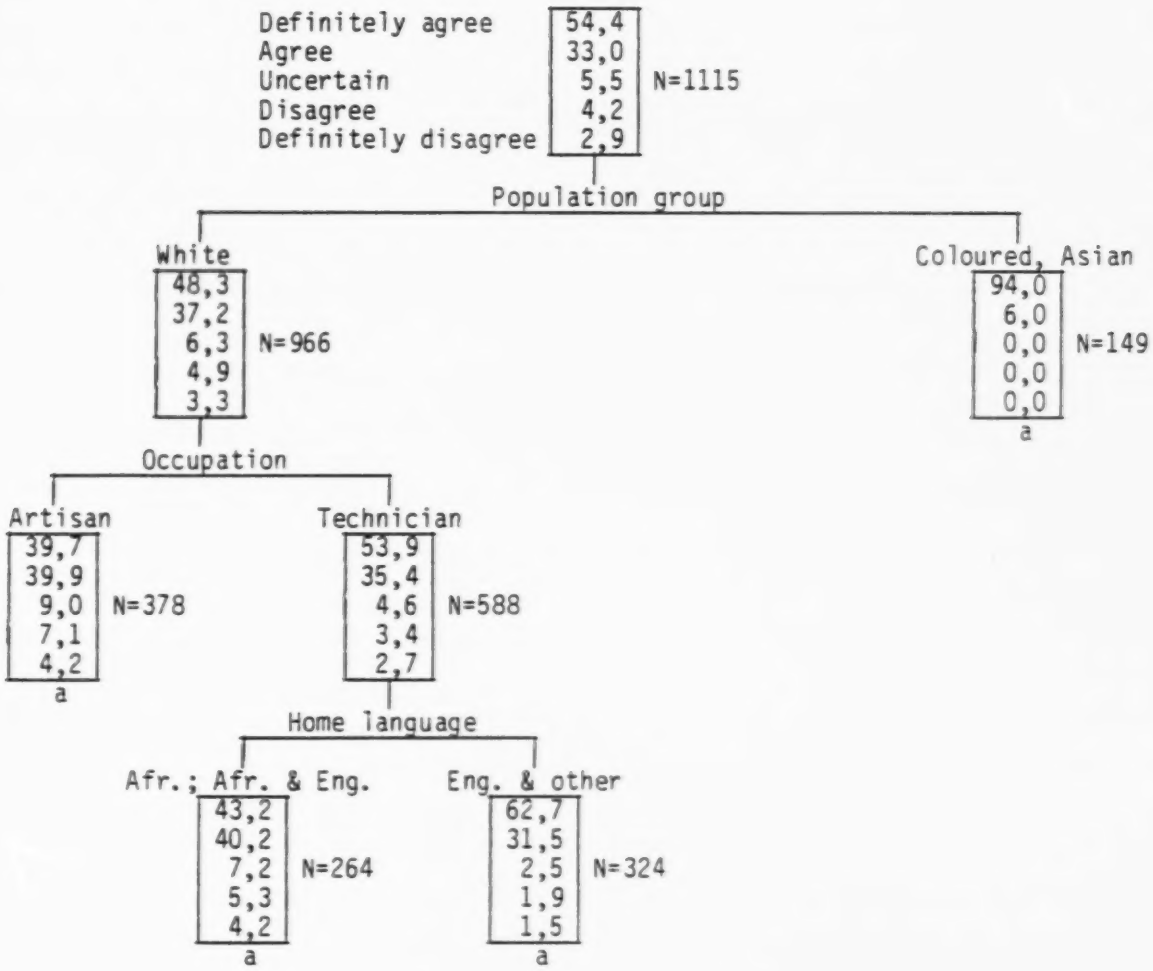
White workers were, however, less inclined to agree that all workers who have the same qualifications and experience should have equal opportunities for promotion. Following the pattern of response so often found, Whites, especially Afrikaans-speaking artisans, were less inclined to agree with the statement (Fig. 10). When compared with Ehlers' survey the White Afrikaans-speaking artisans in this survey were markedly more inclined to agree (42 % against 9 %).

The survey group was even less inclined to accept a Black as supervisor even should such a supervisor be better qualified. Even the Asian and Coloured artisans and technicians expressed a degree of reservation in this regard (Figure 11). There was also a rather strong feeling that if pushed with regard to this matter they would resign (Figure 12). Again the percentage which felt strongly about this aspect was much lower than in the Ehlers' survey.

In light of the fact that a large percentage of the survey group would accept the appointment of Black artisans and technicians (see Table 12), it is somewhat surprising that about 52 % of the Whites and 15 % of the Coloureds and Asians would still prefer that certain jobs in certain areas be reserved for certain population groups (Figure 13).

FIGURE 9

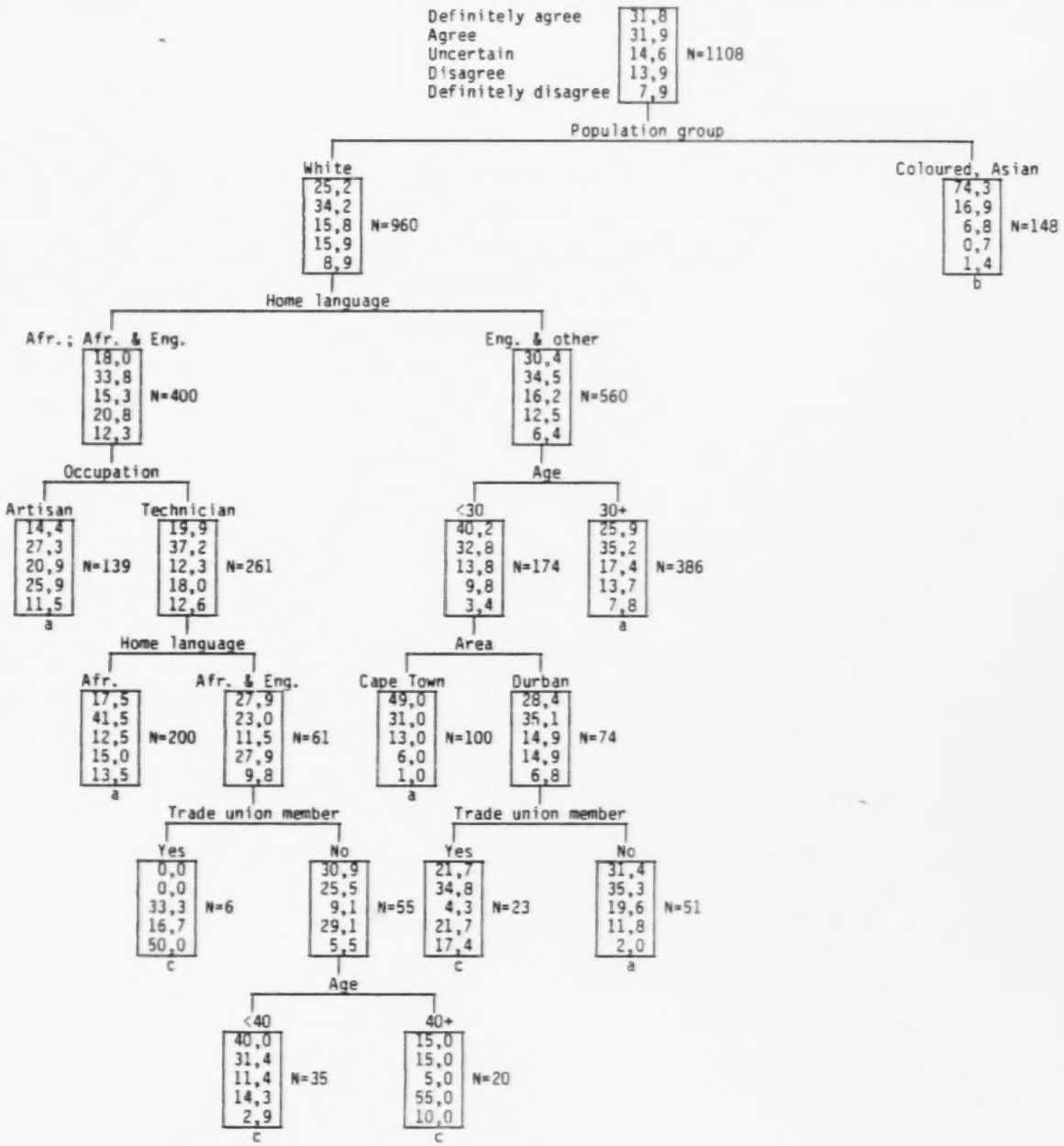
ALL WORKERS SHOULD RECEIVE THE SAME PAY FOR THE SAME JOB (QUALITY & QUANTITY) IRRESPECTIVE OF RACE AND COLOUR



a = No prediction is possible

FIGURE 10

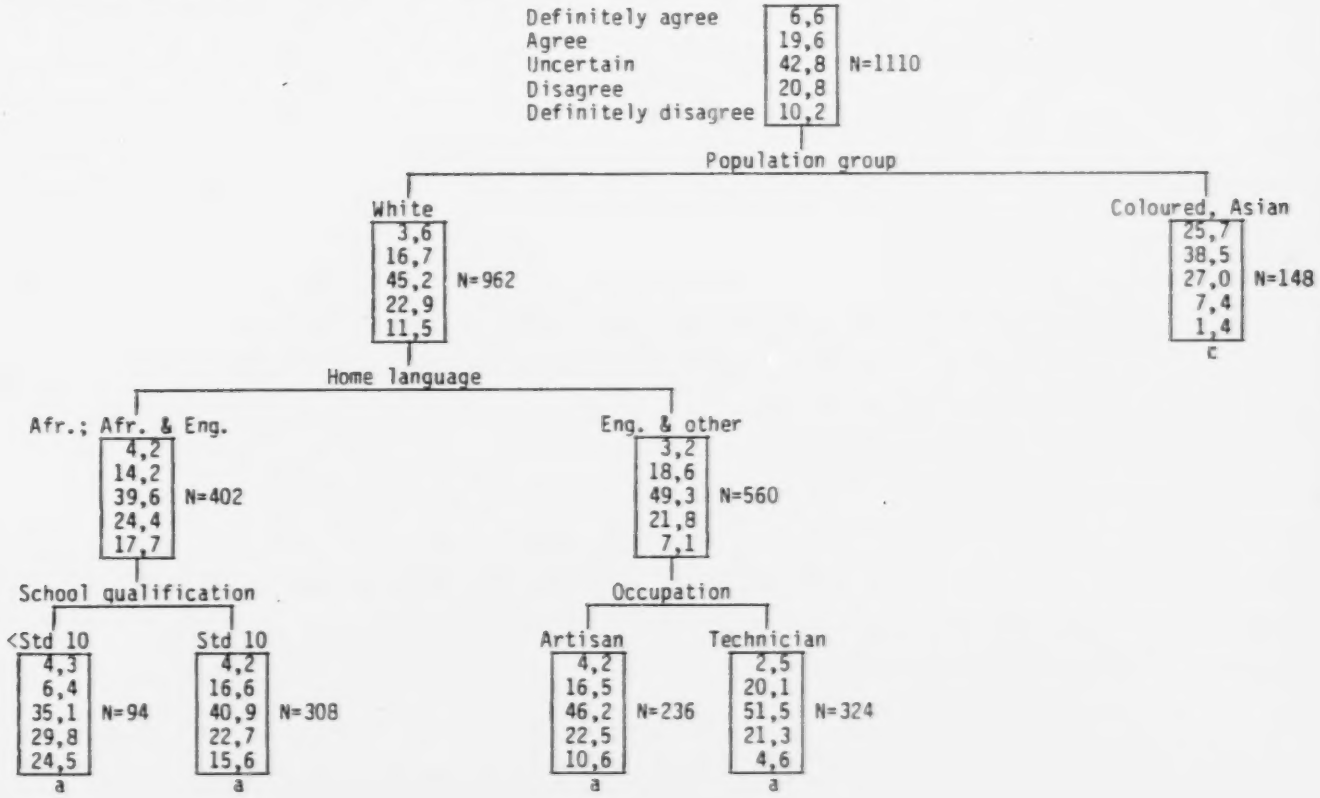
ALL WORKERS WHO HAVE THE SAME QUALIFICATIONS AND EXPERIENCE SHOULD HAVE EQUAL PROMOTIONAL OPPORTUNITIES IN THE WHITE AREAS



a = No prediction is possible
b = The predictor is not significant
c = N too small for further predictions

FIGURE 11

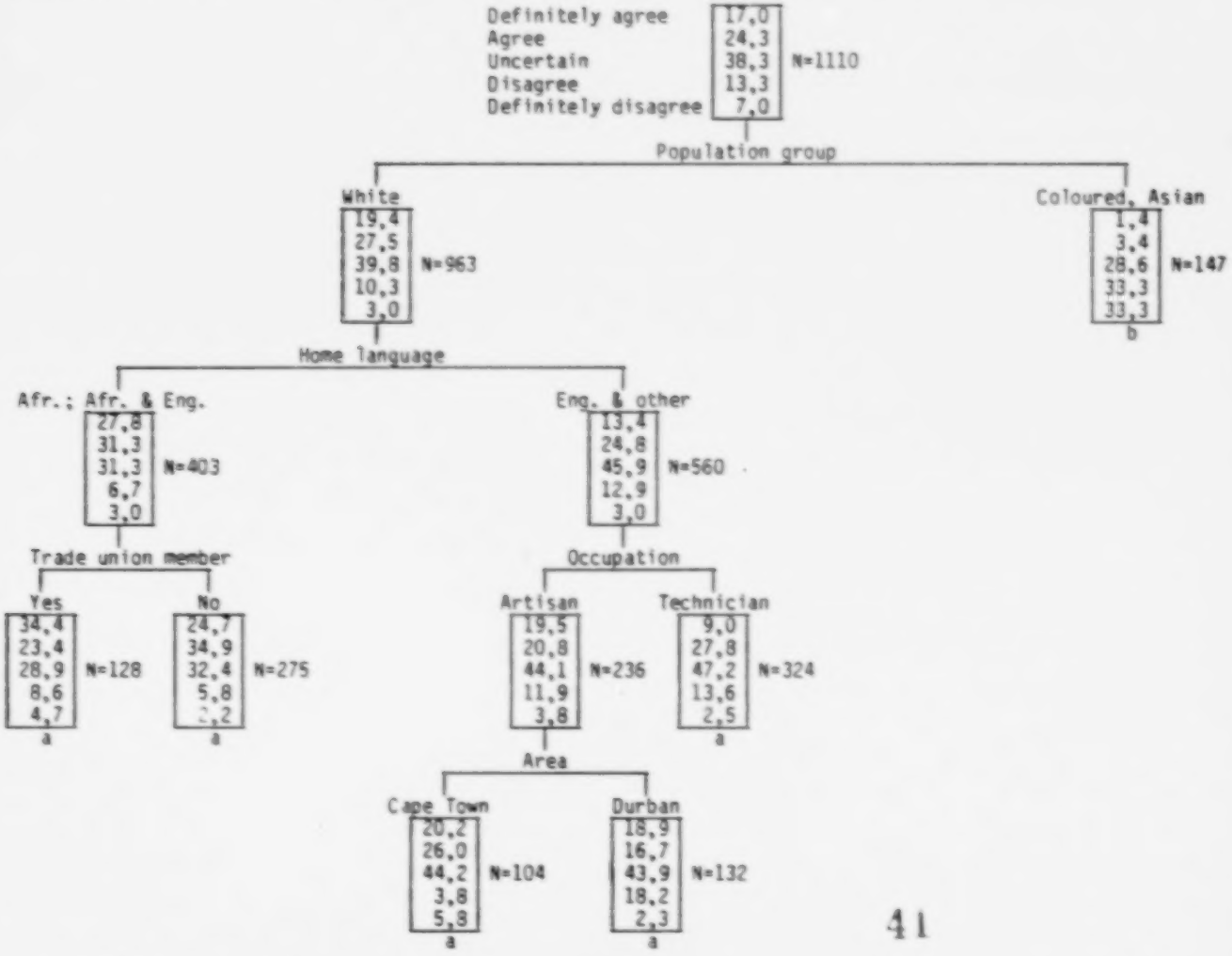
MEMBERS OF YOUR POPULATION GROUP WOULD BE WILLING TO WORK UNDER BETTER QUALIFIED BLACKS



a = No prediction is possible
b = The predictor is not significant
c = N too small for further predictions

FIGURE 12

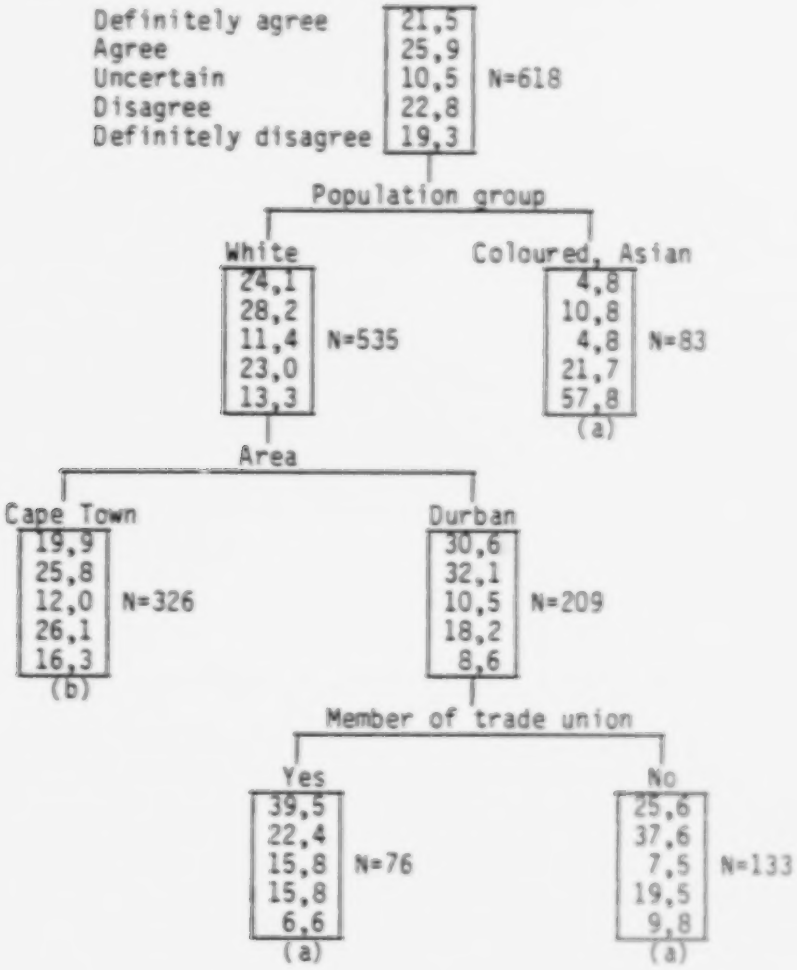
MEMBERS OF YOUR POPULATION GROUP WOULD RESIGN IF COMPELLED TO WORK UNDER A BLACK SUPERVISOR



a = No prediction is possible
b = The predictor is not significant

FIGURE 13

DENDROGRAM OF RESPONSES TO THE STATEMENT:
CERTAIN JOBS SHOULD BE RESERVED FOR CERTAIN POPULATION GROUPS IN CERTAIN AREAS



(a) = No further prediction is possible.
(b) = This predictor is not significant.

7 FINDINGS AND RECOMMENDATIONS

The data in this report suggest that the survey group, by and large, accepts that certain changes are going to take place in the labour environment. The Whites, although with a measure of reluctance, regard these changes as inevitable and are willing to accept the logical consequences. They do, however, seem to draw the line at working under a Black supervisor. The main finding of this research among artisans and technicians in Cape Town and Durban is that they have a much more positive attitude towards the upward mobility of Black workers than was the case with artisans in the Pretoria, Brits and Rosslyn areas (Ehlers' survey).

The contact of artisans and technicians in the Pretoria, Brits and Rosslyn areas with Black workers is almost completely limited to a clearly defined vertically structured situation. In Cape Town and Durban many of the Whites in the survey group have contact on a horizontal level with equals from population groups other than their own. Although this contact is still mostly formal, this contact is perhaps the most important reason why they react differently.

The results of these surveys are not surprising because investigations over the last 50 years in South Africa have shown "... that the attitudes of the White groups have always been widely divergent, with English-speaking South Africans significantly more positive in their attitude towards other groups than Afrikaans-speaking South Africans. Both groups have, however, always been more negative towards Africans than towards any other group" (Main Committee: HSRC Investigation into Intergroup Relations 1985). The report also points out that the Afrikaner manifests a strong identification with his own group and it is known that when a group tends to isolate itself from other groups, it is also more inclined to display negative attitudes towards those groups. Why the Afrikaner shows this inclination to a much larger extent is not so easily explained.

One can agree with the Main Committee's comment that it is difficult to distinguish between cause and effect, but it is obvious that the

history of the Afrikaner will have had an effect on present attitudes. One must also remember that the "poor White problem" was mainly an Afrikaner problem. The support that job reservation still receives, points to the fear of having a previously protected position undermined. This fear easily gets translated into feelings of insecurity which are expressed in negative attitudes. This fear probably explains why artisans show stronger opposition towards the vertical job mobility of Blacks than technicians.

The bald statement that the results of the two surveys differ and that Afrikaans speakers constantly have more intolerant attitudes than English speakers does not add much to the understanding of the situation nor does it give an indication of how it should be dealt with.

In dealing with the problem of the vertical mobility of Blacks in the labour force it should be kept in mind that there is quite a gap between attitude and action. Research has shown clearly that attitudes are more an indication of a certain climate and that they are not very good predictors of behaviour. Although attitudes and stereotypes are notoriously difficult to change, it is possible to do so. Once conditions change attitudes also tend to change.

The present very deep economic recession with its concomitant increase in unemployment and fear of job loss, makes the upward mobility of Black workers even more difficult. Hopefully an upswing will again be experienced. When this happens, the skills shortage in South Africa will again be a factor that could prevent South Africa taking full advantage of such an upswing.

Obviously one cannot do any long term manpower planning for abnormal circumstances, but should one accept that South Africa will have an average growth rate of between 3 and 4 per cent in its GDP in the next decade, the upward mobility of Blacks, apart from any ethical considerations, becomes an economic necessity.

The results of this survey as well as that of Ehlers were discussed at a workshop. The participants were mostly labour relations practioners from the firms who took part in Ehlers' survey. The recommendations that follow are largely based on recommendations made by the participants.

Immediately one has to say that there are no simple principles that can be used to persuade people to accept something that they feel negative about. Like all psychological processes the persuasive process is complex and depends on many interacting factors. Nor can one expect complete success in any attempt to bring about a change in attitudes.

Interestingly enough, the participants also did not suggest that there are certain tactics that can be used, but they did stress the importance of some basic principles which can be regarded as necessary conditions for the acceptance of change. It was stressed for example that the upward occupational mobility of Blacks cannot be dealt with in isolation. Introducing such a policy in the organization will depend on the general climate in the organization and in the creation of this climate management plays a key role. The participants also mentioned that management's objectives should be clear as far as policy is concerned.

The problems surrounding the vertical occupational mobility of Black workers is basically an industrial relations problem and should be seen as part of the IR-policy of the organization. The pervasive nature of IR has the result that policy decisions will have an influence on most aspects of company life. Lätti (1985) describes how an organization, in which each individual company has a large degree of autonomy, tackled the problem of producing a company policy document. The group started with a top management seminar at which it was decided that such a document was necessary, and to which top management could make a contribution.

This document deals inter alia with the following aspects:

(a) The relationship between IR and the general business philosophy of the organization. (This step can be regarded as a must, because it will supply the rationale and the direction of policy decisions.)

(b) The interests of employer and employee are spelled out. There is a certain balance between these interests and a certain equilibrium between these interests must be maintained.

(c) Directives for dealing with employees as a strategic resource of the company.

(d) Problem solving and handling of conflict.

(e) Recognition agreements.

(f) Communication and training.

(g) Removal of discrimination.

(h) Who will be responsible for certain actions in the IR field.

(i) Directives for establishing the procedures in each individual company in the group.

This document, because it has top management behind it, forms the foundation on which a sensible and cohesive training and development programme can be built.

It has been stated that IR has a very pervasive quality. The success of IR policy will depend on sound personnel management and administration as well as training. Company policy with regard to all these aspects will be reflected in the procedural rules of the company. The acceptance of these rules and procedures (which regulate grievance and disciplinary procedures, merit assessments, job descriptions and evaluation, etc.) as fair will then depend on the acceptance of policy which in turn implies that the communication be effective. It is small wonder then that training in communications skills is deemed important for all levels of management from the MD to the first-line supervisor.

companies could seriously consider writing a series of memoranda on various aspects of company policy and personnel management. These memoranda could become part of the training programme and the main aim would be the marshalling of argument to answer the "why" questions. These memoranda can be based on seminars and discussions with various groups in the organization. As many of these aspects such as wage determination, merit assessments, training opportunities and open facilities etc., have more than one side to the story, the possible arguments of both sides should be considered. Research results have shown (McGinnies 1968, Rosnow 1967) that two-sided arguments have greater persuasive power than one-sided arguments. But even when the personnel man feels that the facts speak for themselves he should still draw the conclusions and not expect the audience to come to their own conclusions. It has been found that information on its own has little persuasive power. The arguments need not be only an appeal to the rational human being because he is also an emotional one and people are more often inclined to reason with their hearts than their heads.

The writing of these documents could be a rewarding exercise in itself because it would force companies to examine the internal consistency of their policies and because many policy decisions are often made under stress, inconsistencies are possible and could be a source of friction.

Participants also stressed that company policy should be applicable to all the workers and that management from the MD downwards should not be "above the law" and they should practise what they preach. This is very important for the credibility of management and this credibility should be jealously nurtured because a high credibility standing and its twin, a record for fairness, are attributes to be valued highly.

In present circumstances where most of the foremen in manufacturing organizations are still White, this group is playing an extremely important role in labour relations and management should give special attention to the training of this group. As Hurley (1983) puts it, the foreman's job is "... the place where the rubber meets the road".

As Gouws (1984) indicates the training of this group has not, by far, received the attention it merits. One of the problems is that management does not appreciate the management role that the foreman has to play and they do not see him as part of the management team. That is another aspect which makes it necessary for management to have the fullest possible support from its corps of foremen, because every manager will have to agree that it is very difficult to reach company objectives merely by giving orders. There are numerous and often very subtle ways in which company policy can be sabotaged by key personnel.

Many studies have shown how important the group to which a person belongs can be in shaping his attitudes (see for example Karlins and Abelson 1970) and the more ambiguous the situation is, the more we are likely to value the opinion of others. Work groups in plants have their own special ways in which they punish or reward action which deviates or conforms to the group norms. Training programmes too often are not internalized but can at best be described as a thin veneer that often rubs off as soon as the trainee is back in the reality of the work situation with its normal pressures. The value of the training is then often questioned and dismissed as something devised by people who know little about what the trainee has to deal with. The training programme of the foreman should be a very carefully devised programme of which one of the aims is to obtain a commitment to company policy. It would probably pay dividends to get the foremen in the company to participate in the development of their own training programme, so that the training can be perceived as relevant to the situation. Group participation has been found to be very effective in obtaining commitment to the task.

Some of the participants also mentioned that the Black worker who has moved upwards needs special support and that this aspect is often forgotten or neglected. This should not be regarded as some kind of reverse discrimination or pampering. Such Black workers often find themselves without a peer group to which they can look for support and advice. Some mechanism must be devised to take the role of the peer group and it seems logical that the supervisor of the Blacks who do move up, will have to play an important role in this regard. If com-

pany policy is clear in this regard the task of the supervisor from whom this support role is expected, will also be made easier.

It was interesting that none of the participants indicated that the artisans or technicians in the organization should be a special target group. The feeling was that if the management of the organization was good, a climate could be created in which change could be accommodated. There also seemed to be agreement that a suitable climate does not come about automatically but has to be worked at.

APPENDIX 1

Interview guide for interviews with personnel heads

1 Area where organization is located

2 Main economic activity of organization

3 Number of employees
artisans
technicians

4 Number of vacancies for
artisans
technicians

5 Do you have artisans or technicians of other population groups in your employ?

6 Do you have apprentices or learner technicians of other population groups in your employ?

7 Does your labour policy provide for the appointment of artisans and/or technicians of other population groups?

8 Do you intend appointing Blacks in these categories if Whites are not available?

9 Do you intend informing the Whites in your employ before appointing Blacks in such positions?

10 If Blacks are appointed will it be as equals with the Whites?

11 Does your organization intend to take steps to make Blacks more acceptable to the Whites?

12 If your organization provides cafeteria facilities, are they open to all population groups?

13 Do you allow trade unions access to your premises?

14 Does your organization have a procedure according to which the grievances of Whites can be identified and settled?

15 What is at present the biggest stumbling block in the way of promotion for Blacks to higher positions?

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Dear Sir

THE LABOUR SITUATION: ARTISANS AND TECHNICIANS

The Institute for Manpower Research investigates actual and potential problems concerning the provision and utilization of manpower. Technicians and artisans fulfil a very important role in the economy of the country and these two groups are the subjects of this research.

Since your qualifications make you eligible to participate in the investigation, you are requested to complete the attached questionnaire and to return it in the enclosed envelope or hand it to the co-ordinator. It will take approximately twenty minutes to do so.

The information you supply will be treated confidentially. You will also notice that your name does not appear on the questionnaire at all. Your participation has been cleared out with your employer, although he has nothing to do with the contents of the questionnaire. The success of this research project depends on your completing the questionnaire to the best of your ability. Data provided by you will under no circumstances be disclosed to your employer.

Your co-operation is greatly appreciated.

Yours faithfully

DIRECTOR
INSTITUTE FOR MANPOWER RESEARCH

NB: Answer all questionnaires by encircling the appropriate number

3

(Afrikaans op keersy)

HUMAN SCIENCES RESEARCH COUNCIL

INSTITUTE FOR MANPOWER RESEARCH

LABOUR SITUATION OF TECHNICIANS AND ARTISANS

Office use

Please answer all the questions by encircling the appropriate code (2)

1-4

1.1 What is your home language?

Afrikaans	1	
English	2	
Afrikaans and English	3	
Other: (specify)	4	5

1.2 Population group

White	1	
Coloured	2	
Asian	3	6
Black	4	

1.3 Are you a SA citizen?

Yes	1	No	2	7

2 What is your age? [ ][ ] 8-9

3 Sex

Male	1	Female	2	10

4 Indicate the highest school qualification obtained by you?

Std 6 and lower	1			
Std 7	2	OR		
Std 8	3	NTC I	6	
Std 9	4	NTC II	7	
Std 10	5	NTC III	8	11

5 Are you a qualified artisan?

Yes	1	No	2	12

6 If "Yes", in what trade? 13

7 Indicate the highest technical certificate/diploma obtained by you.

NTC 4 or GTC I	1	
NTC 5 or GTC II	2	
NTD or National Engineering Diploma	3	
NTC Communication	4	
NCT (National Certificate for Technicians)	5	
NDT (National Diploma for Technicians)	6	
Other: (specify) Local:	7	
Overseas:	8	14

8 What is the full title of your current post?

Office use

..... 15

9 How long have you been working for this organization?

..... 16-17

10 Does the organization have a fixed procedure according to which you may air your grievances?

Yes	1	No	2	18

11 Briefly describe this procedure.

.....

.....

..... 19

12 Do you find this procedure efficient?

Yes	1	No	2	20

Give a reason(s) for your answer?

.....

.....

..... 21-22

Indicate whether, in your opinion the following statements are true or false.

		True	False	
13.1	Job reservation has been legally abolished	1	2	23
13.2	Black workers are legally prohibited from joining a trade union	1	2	24
13.3	Apprenticeship training is open to all population groups	1	2	25
13.4	The number of unemployed is causing a severe problem	1	2	26
13.5	Sufficient numbers of trained workers are available	1	2	27

14 According to your opinion, are labour conditions changing?

Yes	1	No	2	28

15 If "Yes", what changes are occurring? If "No", turn to Question 20.

.....

..... 29-30

16 Are you satisfied with the change(s)?

Yes	1	No	2	31

17 Give a reason(s) for your answer.

.....

.....

Office use 32-33

18 Are you concerned about the change(s)?

Yes	1	No	2	34

19 Give a reason(s) for your answer.

.....

.....

35-36

20 Would you describe the relations between workers of different population groups in your organization as "good"?

		Yes	No	Uncer-tain	
20.1	White/Black	1	2	3	37
20.2	Coloured/Black	1	2	3	38
20.3	Asian/Black	1	2	3	39

21 Are you regularly being notified of management decisions affecting the workers?

Yes	1	No	2	40

22 Are you working together with other qualified artisans and technicians?

	Yes	No	
Whites	1	2	41
Coloureds	1	2	42
Asians	1	2	43
Blacks	1	2	44

23 If it is not regarded as your duty, would you be willing to use your own time to help a Black worker with a problem he is unable to solve?

Yes	1	No	2	45

24 Would you personally accept it if your employer should appoint:

	Yes	No	Uncer-tain	
qualified Black artisans	1	2	3	46
qualified Coloured artisans	1	2	3	47
qualified Asian artisans	1	2	3	48
qualified White artisans	1	2	3	49
qualified Black technicians	1	2	3	50
qualified Coloured technicians	1	2	3	51

Question continued/

Question 24 (continued)

	Yes	No	Uncer-tain	Office use
qualified Asian technicians	1	2	3	52
qualified White technicians	1	2	3	53

25 Do you in the work situation have a Black man as your personal helper?

If "No", disregard Question 26.

Yes	1	No	2	54

26 If "Yes", answer this question in respect of the person mentioned in Question 25. For this question two adjectives are given in each case.

Example: tall | 1 | 2 | 3 | 4 | 5 | short

You should now evaluate this worker according to this scale. Should you decide that he is slightly more tall than short, indicate it as follows:

tall | 1 | (2) | 3 | 4 | 5 | short

Should you regard him as very short, indicate it as follows:

tall | 1 | 2 | 3 | 4 | (5) | short

Evaluate this worker now on the basis of the following aspects:

Polite	1	2	3	4	5	Cheeky	55
Hard working	1	2	3	4	5	Lazy	56
Intelligent	1	2	3	4	5	Stupid	57
Skilful	1	2	3	4	5	Clumsy	58
Loyal	1	2	3	4	5	Disloyal	59
Honest	1	2	3	4	5	Dishonest	60
Fast	1	2	3	4	5	Slow	61
Responsible	1	2	3	4	5	Irresponsible	62
Efficient	1	2	3	4	5	Inefficient	63
Trainable	1	2	3	4	5	Non-trainable	64

27 How would you describe your relationship with:

	Good	Fair	Poor	
White workers	1	2	3	65
Coloured workers	1	2	3	66
Asian workers	1	2	3	67
Black workers	1	2	3	68

28 Do you think the workers of your population group at the organisation for which you work would accept qualified Black artisan and technicians as their equals?

Office use

Yes	1	No	2	Uncertain	3	69

29 Are you a member of a trade union?

Yes	1	No	2	70

30 If "Yes", is this trade union

Mainly for Whites	1	Multi-racial	2	71

31 Would you be willing to participate in a strike?

Yes	1	No	2	72

32 Which conditions must be met before you participate in a strike?

.....

.....

..... 73-74

33 Would you personally object to working on an equal footing with Blacks?

Yes	1	No	2	75

1 76

M 1 9 3

77-80

1-4

34 If "yes", would you be willing to change your job to avoid such a situation?

Yes	1	No	2	5

35 Specify reason(s) for your answer.

.....

.....

..... 6

	Yes	No	
36 Are there eating and/or cafeterial facilities at your work?	1	2	7
37 If "Yes", are the facilities open to all pupulation groups?	1	2	8
38 If "Yes", does this cause you any problems?	1	2	9

39 Briefly describe what problems you have experienced in this regard.

..... 10

.....

Indicate the extent to which you agree or disagree with each of the following statements. (Mark only one answer per question.)

		Definitely agree	Agree	Uncertain	Disagree	Definitely disagree	Office use
40	Certain jobs should be reserved for certain population groups in certain areas	1	2	3	4	5	11
41	All workers should receive the same pay for the same job, (quality and quantity) irrespective of race or colour	1	2	3	4	5	12
42	Each trade union should be open to all races	1	2	3	4	5	13
43	All workers who have the same qualifications and experience should have equal promotional opportunities, in the White areas	1	2	3	4	5	14
44	Members of your population group would resign if compelled to work under a Black supervisor	1	2	3	4	5	15
45	The use of Black artisans and technicians would have an adverse effect on the income of the artisans and technicians of other population groups	1	2	3	4	5	16
46	Members of your population group would be willing to work under better qualified Blacks	1	2	3	4	5	17
47	If members of your population group and Black workers were to do the same work within one organization, this would lead to conflict between them and Black workers	1	2	3	4	5	18

Question continued/

		Definitely agree	Agree	Uncertain	Disagree	Definitely disagree	Office use
48	Would craftsmen of your population group be willing to train Black apprentices	1	2	3	4	5	19
49	Would members of your population group unite if they felt that their positions were being threatened by Blacks	1	2	3	4	5	20

What do you see as the most important problem area in your relationships with the following groups in your job situation?

Whites: NO [1] .....

..... 21-22

Coloureds: NO [1] .....

..... 23-24

Asians: NO [1] .....

..... 25-26

Blacks: NO [1] .....

..... 27-28

51 For this question two adjectives are given in each case.

Office use

Example: tall | 1 | 2 | 3 | 4 | 5 | short

You should now evaluate the workers in your organization according to this scale. If you feel that they are slightly more tall than short, indicate it as follows:

tall | 1 | (2) | 3 | 4 | 5 | short

Workers of your own population group in general

Polite	1	2	3	4	5	Cheeky	29
Hard-working	1	2	3	4	5	Lazy	30
Intelligent	1	2	3	4	5	Stupid	31
Skilful	1	2	3	4	5	Clumsy	32
Loyal	1	2	3	4	5	Disloyal	33
Honest	1	2	3	4	5	Dishonest	34
Fast	1	2	3	4	5	Slow	35
Responsible	1	2	3	4	5	Irresponsible	36
Efficient	1	2	2	3	4	Inefficient	37
Trainable	1	2	3	4	5	Non-trainable	38

Black workers in general

Polite	1	2	3	4	5	Cheeky	39
Hard-working	1	2	3	4	5	Lazy	40
Intelligent	1	2	3	4	5	Stupid	41
Skilful	1	2	3	4	5	Clumsy	42
Loyal	1	2	3	4	5	Disloyal	43
Honest	1	2	3	4	5	Dishonest	44
Fast	1	2	3	4	5	Slow	45
Responsible	1	2	3	4	5	Irresponsible	46
Efficient	1	2	3	4	5	Inefficient	47
Trainable	1	2	3	4	5	Non-trainable	48

2 , 76

M 1 9 3

77-80

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